



Health Home Care Coordinators Training

Cultural and Disability Competence Considerations



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This presentation was provided as a Webinar for Health Home Care Coordinators which aired on June 12, 2014. Review of this PowerPoint presentation satisfies, in part, the required State-sponsored special training modules for Health Home Care Coordinators.

Overview

- Cultural Implications/Premise
- Role of Culture
- Cultural Considerations
 - Familial
 - Disclosure/Engagement
 - Help Seeking
- On the Road to Cultural Competency



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Culture

- Refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, beliefs, values and institutions of racial, ethnic, religious, or social groups.
- Culture often is referred to as the totality of ways being passed on from generation to generation.
- The term culture includes ways in which people with disabilities or people from various religious backgrounds, experience the world around them

Role of Culture

Cultural values, beliefs and traditions significantly affect the understanding of health and individuals with chronic conditions, behavioral health issues and disabilities. They dictate:

- Health, healing and wellness beliefs
- How illness is perceived and caused
- Attitudes toward providers and treatment
- How problems are defined

Role of Culture

Culture influences

- How individuals and families cope with stress
- Determines if and when people will seek help from outsiders
- Affects whether dynamics are considered as expectations
- Degree of disclosure, cooperation and trust

Cultural Considerations: Familial

Role in the family

- Who is expected to provide care to frail members? What happens when they fail?
- Who makes decisions about how family resources are expended? About other aspects of family life?
- Who, within the family, do members turn to in times of conflict or strife?

Cultural Considerations: Disclosure/Engagement

- Religious beliefs
- Past experiences
- Attitudes about social service agencies or law enforcement
- Social stigma- “saving face” “shame”

Help Seeking

Trusted sources of information in the community

- Gatekeepers
- Cultural barriers
 - Limited English speakers
 - Low literacy
 - Immigration considerations
 - Laws

Perception of Culture

- Ethnocentrism – the tendency to believe that one's ethnic or cultural group is centrally important and that other groups are measured in relation to one's own
- Cultural Relativism – concept that a particular idea varies from one society or societal group to another and that each particular society or culture has a perception of what is good/bad right/wrong

Cultural Competence

- A set of consistent behaviors, attitudes, skills and knowledge that create respectful interactions with people different from ourselves.
- Occurs on a continuum

Cultural/Disability Destructiveness

- View Culture/Disability as a problem
- Believe that if culture can be suppressed or destroyed, people will be better off
- Believe that people should be more like the “mainstream”
- Assume that one culture (e.g., white or person without a disability) is superior and should eradicate other cultures



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Cultural/Disability Bias

- Lack cultural awareness and skills
- May have been brought up in a homogenous society and been taught to behave in certain ways and have never questioned it
- Believe in superiority of a dominant group and assume a paternalistic posture towards others
- Maintain stereotypes, exhibit discriminatory actions



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Cultural/Disability Indifference

- See others in terms of their own culture and claim that all people are exactly alike
- Believe that culture makes no difference.
“We are the same.”
- Believe that all people should be treated in the same way regardless of race, disability.



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Cultural/Disability Pre-Competence

- Recognize that there are cultural differences and start to educate themselves and others concerning differences
- Realize their shortcomings in interacting within a diverse environment
- May become complacent in their efforts



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Basic Cultural/Disability Competence

- Accept, appreciate and accommodate cultural and disability differences
- Value diversity and accept and respect differences
- Accept the influence of their own culture in relation to other cultures.
- Understand and manage the dynamics of difference when cultures and disability intersect



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Advanced Cultural/Disability Competence

- Move beyond accepting, appreciating, and accommodating cultural and disability difference and actively educate less informed individuals about cultural/disability issues
- Seek out knowledge, develop skills to interact in diverse environments, become allies with and are comfortable interacting with others in diverse settings



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Toward Cultural Competency

- 1st Step – Developing awareness
- 2nd Step – Taking it on
- 3rd Step – Promoting the revision of definitions AND interventions (focus on strength based interventions)



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Certificate of Completion

Cultural and Disability Competence Considerations

Yolanda Lovato, Ph.D.
Duals Integration Program Manager
Behavioral Health and Integration Services Administration - DSHS

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